

# HARPER LEWIS

## Implementation Consultant

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www.qwikresume.com



### PROFESSIONAL SUMMARY

Innovative Implementation Consultant with 7 years of experience in delivering complex software solutions that drive operational efficiency. Expert in managing cross-functional teams and ensuring successful project delivery through strategic planning and client engagement. Dedicated to enhancing user experience and meeting business objectives through effective communication and tailored implementations.

### WORK EXPERIENCE

Implementation Consultant Apr / 2021-Ongoing  
Seaside Innovations Santa Monica, CA

- 1. Managed the implementation of software solutions, ensuring alignment with client specifications and operational workflows.
- 2. Consulted with clients to optimize installation processes for employee benefit plans, enhancing overall satisfaction.
- 3. Facilitated weekly meetings with stakeholders to track project progress and address challenges proactively.
- 4. Trained over 250 account managers on new processes and system revisions, improving team performance.
- 5. Troubleshooted issues for both internal and external customers, ensuring swift resolution and support.
- 6. Simultaneously managed multiple project installations, maintaining timelines and quality across all initiatives.
- 7. Reviewed and validated data for processing within Oracle and ADP systems, ensuring accuracy and compliance.

Implementation Consultant Apr / 2018-Apr / 2021  
Silver Lake Enterprises Seattle, WA

- 1. Ensured software solutions met client-specific operational workflows, enhancing user functionality and service delivery.
- 2. Identified and resolved gaps in system functionality, improving user experience and efficiency.
- 3. Conducted staff training on new systems, facilitating a smooth transition and successful go-live.
- 4. Provided ongoing support post-implementation, addressing operational queries and ensuring system ownership transfer.
- 5. Maintained thorough documentation of processes and configurations for future reference and compliance.

### EDUCATION

Bachelor of Science in Information Technology Apr / 2015 - Apr / 2018  
University of California Phoenix, AZ  
Focused on software development and project management principles.

### SKILLS



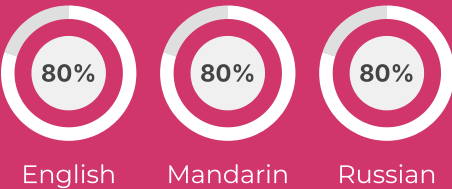
### INTERESTS

- Birdwatching
- Traveling
- Sports Coaching
- Knitting

### STRENGTHS

- Pragmatism
- Sensitivity
- Sincerity
- Stability

### LANGUAGES



### ACHIEVEMENTS

- Successfully led the implementation of a new HR software solution, increasing efficiency by 30%.
- Developed training materials that improved user onboarding satisfaction scores by 25%.